

**HIRAM W. DAVIS MEDICAL CENTER  
INSTRUCTION**

|                                     |                                    |
|-------------------------------------|------------------------------------|
| <b>Instruction No.</b> 4720.1J      | <b>Effective Date:</b> 01/04/2000  |
| <b>Subject:</b> General Visitation  | <b>Reviewed Date:</b> 09/28/2017   |
| <b>Approved by:</b><br><br>Director | <b>Revised Date:</b> 03/15/2021    |
|                                     | <b>Evaluation Date:</b> 07/01/2023 |

**Attachment:** Visitor Information page.

**Purpose:**

The purpose of this policy is to define and establish the expectations regarding persons visiting patients and residents and to ensure the safety and wellbeing of all patients and residents during visitation.

**Cancellation:**

HWDMC Instruction No. 4720.1I is cancelled.

**Policy:**

Hiram Davis Medical Center encourages the visitation of patients and residents by family and friends and strives to create an atmosphere conducive to such interactions.

**Procedures:**

**Visiting Hours** - General Visiting: 24 hours a day, 7 days a week. Visitation hours are subject to change for reasons such as direction of the physician or nursing staff in accordance to the patient's condition, immediate care for patient needs and/or emergent situation declared by HDMC.

All visitors must report to the Information Desk to obtain a visitor's badge and complete a visitor information log before visiting a patient or resident. The Information Desk personnel will complete a visitor record form for patients and residents.

For the safety our patients, residents, and staff, we request all visitor passes be worn and visible at all times while on the medical center campus. Way-finding maps are available at the information desk, as well as, instructions to the designated location.

In an effort to support patient-centered care, during visitation, when greater than two visitors are at a patient's bedside, the nursing staff in collaboration with the nurse manager/designee will determine if this situation is clinically advisable for the patient's well-being and/or the residing roommate. Visitors who are unresponsive to requests or displaying inappropriate behavior will be may be asked to leave the facility.

Occasionally, circumstances occurring on the unit may temporarily warrant further limitations based on the patient's condition at discretion of the primary care physician and/or nurse manager/designee. The number of visitors at the bedside may be modified by the nurse manager/designee based on the patient's medical condition.

**Visitor Conduct:**

Visitors are expected to conduct themselves in an appropriate and courteous manner:

- ☐ Adhere to visiting hour restrictions
- ☐ Refrain from smoking. Smoking and tobacco use of any kind are prohibited (including E-cigarettes, pouches, etc.) in all areas of the facility and its campus, including the associated grounds, campus

sidewalks, and driveways and parking structures that are owned, maintained or leased by the medical center, and all company owned and/or leased vehicles.

- ☐ Not consume alcoholic beverages on campus.
- ☐ Running, littering or loitering in the hallways is prohibited.
- ☐ Refrain from loud conversations or from any behavior that may be disruptive to the patient care environment.
- ☐ Limit cell phone usage in patient care areas especially during Quiet Time.
- ☐ Children must be under the close supervision of an adult at all times and managed appropriately.
- ☐ Dress in appropriate attire - shoes and shirts are required.
- ☐ Weapons are not permitted, nor drugs.
- ☐ Food is not allowed, unless approved in advance by the patient's Attending Physician.

### **General Patients' Right to Limit/Deny Visitation**

Patients have the right to deny consent to any or all visitation during their stay, as well as, the withdrawal and/or revision. The Facility Director is to be notified, in writing, of the specific request by the nursing unit or patient's Authorized Representative/Guardian. The notification must include the following information:

- ☐ Date/Time of Request
- ☐ Nursing Unit
- ☐ Patient Complete Name
- ☐ Patient Medical Record Number
- ☐ Patient Room/Bed
- ☐ Delineation of specific restrictions (i.e. No Visitors vs. Specific Visitor(s), Time(s)/Day(s) specific)

### **Visitation with Greater Than Two Visitors at Bedside**

In effort to support patient-centered care, during visitation, when greater than two visitors are at a patient's bedside, the attending physician and/or nursing staff will determine if this situation is clinically advisable for the patient and/or the residing roommate.

- A. Patients and residents have the right to receive visitors of their choosing, and at the time of their choosing, subject to the resident's right to deny visitation, when applicable, and in a manner that does not impose on the rights of another patient or resident.
- B. Patients and residents have the right, subject to consent, to receive the visitors whom they designate, including, but not limited to, a spouse, a domestic partner, another family member, or friend. The patient or resident has the right to withdraw or deny such consent at any time. Hiram Davis Medical Center will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- C. Patients and residents have the right to withdraw or deny visitors. In such cases, the withdrawal or denial shall be communicated to the visitor(s) and documented on the visitor's card, as well as in the medical record.
- D. The attending physician may restrict or limit visits to any patients or residents if clinically necessary, or if there is a need for reasonable restriction or limitation or safety restriction or limitation. The attending physician will document the reasons for the restriction or limitation in the patient's medical record.
- E. Children under age 12 are not permitted to visit without approval from the attending physician, the Chief Nurse Executive (or designee), or the Medical Director. If permitted, children under 12 must be accompanied, and under supervision, by an adult at all times.
- F. Only two visitors may visit a patient at a time, unless permitted by the attending physician.
- G. Visiting shall ordinarily occur at the bedside, the multi-purpose room, or outside. Patients and residents

have the right to meet with visitor(s) privately. For patients and residents in shared rooms, Hiram Davis Medical Center will locate a suitable alternative location to afford such privacy upon request.

- H. Pictures are not to be taken of a patient or resident, or any patient or resident's area without authorization from the Facility Director. The use of any device to photograph or record conversations of patients, residents, staff, or their living area is strictly prohibited unless authorized by the patient/resident, staff involved, and the Facility Director. Posting of any photographs or other recordings to any media source or outlet without the authorization of Hiram Davis Medical Center is prohibited and may be investigated and report to the Virginia Department of Health (VDH), Centers for Medicare & Medicaid Services (CMS) and Adult Protective Services as potential patient or resident abuse or neglect in accordance with CMS regulations. Authorized photographs may only include the patient or resident with no medical equipment, or background of the care area included.
- I. If a visitor wishes to leave money for a patient or resident to use, the visitor shall be referred to the Central State Hospital Cashier's Office (Hours: 8:15 a.m. – 10:30 a.m. and 3:00 p.m. – 5:00 p.m). The Cashier's Office is located in Building 111. When the Cashier's Office is closed, the visitor shall be advised to either mail a money order or check payable to the patient or resident, to the HDMC Director, or leave it at the Director's office for deposit in the patient or residents' account. No staff member, except the Central State Hospital Cashier or HDMC Facility Director may accept money for a patient or resident.
- J. If a visitor wishes to leave non-monetary gifts for a patient or resident, the visitor shall be advised to deliver them to the charge nurse. The nurse shall inspect the gift for contraband, safety hazards, inappropriate dietary items, etc. Due to safety and infection control concerns, plants may not be accepted. Personal electrical equipment, such as hair dryers and radios, must be inspected before they can be used by patients or residents.
- K. Entry to the Hiram Davis Medical Center shall be denied to any person(s) in possession of contraband items including, but not limited to: firearms, weapons, alcoholic beverages, or drugs/medications. Visitors who are suspected of being under the influence of any substance shall be denied entry to the Medical Center. Hiram Davis Medical Center staff will notify Public Safety of any person(s) in possession, or suspected possession, of contraband items or suspicion of being under the influence for the safety of all patients, residents, and staff members.
- L. All visitor(s) are required to follow all Hiram Davis Medical Center safety rules and regulations. HDMC reserves the right to deny entry to individuals unable to demonstrate safe and courteous behaviors.
- M. Tours of the Medical Center are encouraged. Individuals or groups requesting tours shall be referred to the HDMC Director.
- N. Patients or residents admitted to Central State Hospital, on forensic status, receiving treatment from Hiram Davis on special hospitalization may receive visitors in accordance with Central State Hospital policies, procedures, and restrictions.
- O. Visits for compassionate care, such as end-of-life situations or a resident's decline or distress, will be arranged for any patient or resident regardless of any facility-wide visitation restrictions. In addition to family members, compassionate care visits can be conducted by any individual that can meet the resident's needs, such as clergy or lay persons offering religious and spiritual support. Examples of other types of compassionate care situations include, but are not limited to:
  - A patient or resident, who was living with their family before recently being admitted to a nursing home, is struggling with the change in environment and lack of physical family support.
  - A patient or resident who is grieving after a friend or family member recently passed away.
  - A patient or resident who needs cueing and encouragement with eating or drinking, previously provided by family and/or caregiver(s), is experiencing weight loss or dehydration.

- A patient or resident, who used to talk and interact with others, is experiencing emotional distress, seldom speaking, or crying more frequently (when the resident had rarely cried in the past).
- P. Hiram Davis Medical Center will follow visitation guidance from Centers for Medicare & Medicaid Services (CMS) and Virginia Department of Health (VDH) for indoor and outdoor visitation during any infectious outbreak.

**References:**

42 CFR § 483.10 - Resident rights.

Nursing Home Visitation - COVID-19 Ref: QSO-20-39NH, <https://www.cms.gov/files/document/qso-20-39-nh.pdf>

---

Meghan Rene'  
Life Safety & Emergency Manager

## **Hiram Davis Medical Center**

### *Visitor Information*

Medical Center entrances are locked each weekday at 4:30 pm. Entrances remain locked during evenings, nights, weekends, and holidays. There is an intercom located on a white pole next to the Main Entrance. Press the call button and nursing staff will send someone to let you in.

Visiting Hours: We suggest that visitation be limited to 11:00 am through 8:00 pm all days to allow for patient and resident care and rest. However, approved visitors may visit at any time, medical conditions permitting.

Children under the age of 12 are not permitted to visit without permission of the attending physician, the Chief Nurse Executive (or designee), or the Medical Director attending physician. If permitted, children under 12 must be accompanied and under supervision by an adult at all times.

Only two (2) visitors are permitted beside with a patient or resident at a time unless approved by the attending physician.

Patients and residents may be on special diets to better manage their medical conditions and promote healing. Food and drink may not be given directly to a resident. Food and drink from outside the Medical Center must be approved by the Charge Nurse before being presented to a resident.

All DBHDS facilities are tobacco & smoke free; tobacco products are not to be given to residents at any time.

Cameras are not permitted in the Medical Center without authorization of the Center's Facility Director or designee. HDMC is charged with protecting the privacy of all patients and residents. In special circumstances, picture taking is allowed, but must be arranged in advance with Administration.

Visitors are required to follow all Hiram Davis Medical Center safety rules and regulations. HDMC reserves the right to deny entry to individuals unable to demonstrate safe and courteous behaviors.

Visitors will be asked to sign a record of their visit. Visitors may also have to wait in the lobby for a few minutes in order to enable the nursing staff to make sure all patients and residents are properly attired, and possibly to complete a treatment for the patient or resident you wish to visit. We try to avoid interruptions during your visit, but the excellent care we provide may require that we ask you to step from a patient or resident's room momentarily while a treatment is given.

Monetary gifts to residents may not be accepted by staff. Inquire to the charge nurse on duty should you wish to leave money for a patient or resident. Due to safety and infection control concerns, plants may not be accepted. Personal electrical equipment, such as hair dryers and radios, must be inspected before they can be used by patients or residents.

At times, the Medical Center's elevators, and some exits, are operated by key only. Please ask the patient or resident's nurse to call the elevator for you when you are ready to leave.

Questions regarding our visitation policy can be directed to Quality Management at 804-524-7587 or the Health Information Management Receptionist at 804-524-7420.

Thank you for your continued cooperation.